

Subject: Ferry Prices

Hi,

I'm just sending this E-mail to give you my own personal feedback in terms of the Ferry service in Manly.

I have been living in Manly now for 14 months & I have found the Ferry & Jet-cat services to be very unreliable.

Sure, the Wharf is now being upgraded but the issues existed well before the current upgrade even began.

It does seem a bit silly to mention the prospect of price increases when the current service is so poor.

Many a time, I have turned up to the Wharf to find my Ferry or Jetcat service has been cancelled or delayed.

The most frustrating thing is when you pay for a Jetcat, & because the Jetcat service then gets cancelled, you end up catching the next Ferry into town at the price of a Jetcat ticket. So not only are you late, but you've also paid extra to be late (Where is our refund for this).

As a regular commuter of the service, (I always buy Ferry & Jetcat Travel tens), I do support David Barr's suggestion of concessions for commuters as this is a service we must use.

Thanks
Scott Williams

PS. I do feel somewhat sorry for the poor Ferry staff that have to continually go about their thankless task of explaining to the frustrated users why this or that, particular Ferry or Jetcat service has been delayed or cancelled.